



advanced  
patches

# The Next Generation of Online Consultation

PATCHS is a next generation  
online consultation system built on  
3 evidence-based principles.



## Integrate

Works seamlessly with your existing systems  
and processes



## Automate

Does triage and workflow for you to reduce  
workload and improve patient safety



## Regulate

Manages patient demand so you are always  
in control



[www.oneadvanced.com/solutions/patches](http://www.oneadvanced.com/solutions/patches)

# Integrate

PATCHS makes your life easier through seamless integration with your existing systems, tried and tested processes, and a full suite of features.

## Clinical Systems Integration

PATCHS is designed to work with your clinical systems, automating tasks to reduce manual effort. Deep integration with EMIS, TPP and Vision gives you:

- Automatic patient registration
- One-click save to record
- Automatic SNOMED coding
- Docman toolbar and Single Sign On

## Tried and Tested Processes

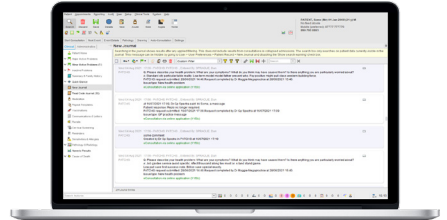
We know GP practices hone their processes over time. PATCHS is designed with this in mind, and can be customised to suit your needs.

Patients answer open-ended questions in the PATCHS chatbot to maintain the conversational feel of a GP consultation – not an inflexible multiple choice questionnaire.

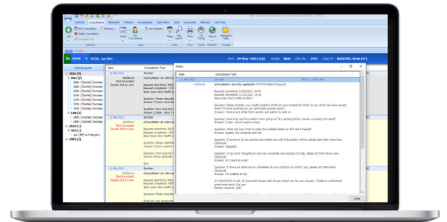
Appointments can be scheduled to match staff capacity and maintain continuity of care.

Powerful federated working enables you to work across organisations at-scale.

**Available through the  
DFOVC framework**



**TPP Integration**



**EMIS Integration**

## All-in-One Solution

- Clinical system integration
- Bulk and adhoc two-way patient messaging (Email & SMS)
- Image and document uploads
- Video consultation (with 'digital waiting room')
- Language translation
- Customisable questionnaires
- Demand control
- One-click federated working
- Appointment booking
- Electronic Prescription Service integration
- NHS Single Sign On and App



# Automate

PATCHS does tasks for you to reduce your workload and increase patient safety, helping you work faster and get time back.

## Artificial Intelligence (AI) Triage and Workflow\*

Trained by GPs across the country, PATCHS AI is a UKCA marked Class I Medical device registered with the MHRA.

- **Urgency AI:** Flags urgent and emergency requests
- **Assign AI:** Automatically assigns cases to the most appropriate members of staff
- **Face-to-face AI:** Highlights patients that may require in-person consultation so appointments can be booked straight away
- **Mental Health AI:** Asks patients to complete a GAD-7 or PHQ-9 questionnaire when patients report symptoms of anxiety or depression
- **Signpost AI:** Signposts patients away from your practice when appropriate

\*Some of the AIs listed are currently available to Early Adopter practices only

## Voice Assistant

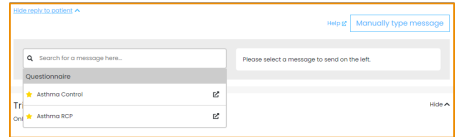
Patients who cannot use a computer or smartphone can call a dedicated phoneline. Their query is transcribed into a normal PATCHS request, increasing equality of access and reducing pressure on reception.

## NHS Help Links and Videos

Send patients any help link or video from [www.nhs.uk](http://www.nhs.uk) to provide advice and promote self-care.

## Message Templates

Send messages to patients in one-click via email or SMS using pre-set templates.



## Build your own

Create your own message templates and clinical questionnaires – complete with scores and SNOMED codes of your choice to support local clinical pathways.

## Language Translation

Automatic language translation helps you communicate with patients who speak English as a second language. PATCHS supports over 30 of the most commonly spoken non-English languages in the UK.

## Clinical Questionnaires

Gain full access to a growing list of over 20 clinical questionnaires covering both acute and chronic conditions. Examples include asthma control, ADHD and autism assessment, knee pain, and sore throat etc. All responses are SNOMED coded and saved directly to your clinical system.



# Advocate

"My experience with Advanced so far has been exceptional. From an implementation perspective they were helpful, and as a company they have been very supportive. Their professionalism is remarkable. As PATCHS is backed by Advanced, (one of the UK's largest healthcare software providers), they have the resources, and from my understanding, a thorough grasp of the market they serve, so they will be able to support the system it long-term. This gives us a degree of reassurance, that with time, it can only improve and grow."

Allision Flannery,  
Wellfield Health Centre,  
Rochdale

"PATCHS allows us to limit the number of clinical and non-clinical requests we receive at the click of a button. This has helped us to avoid practices becoming overwhelmed by inbound requests and we have improved patient experience by making it quicker and easier for them to access GP services."

Dr Alexander Jayaratnam, GP Partner and Digital Lead for Medicus Health Partners, London

"Since our go live date, we have received nothing but positive feedback from our patients. PATCHS has enabled our call handlers to answer the phone to more urgent requests, patients needing emergency medical help and advice as any non-clinical, admin requests are being streamed through PATCHS. As a surgery, we are impressed with how simple and easy the use of PATCHS is and are incredibly glad we chose this as our online consultation system."

Bryony Joyce,  
Earnswood Medical  
Centre, Crewe,  
Cheshire

## More information

[www.oneadvanced.com/solutions/patches](http://www.oneadvanced.com/solutions/patches)

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